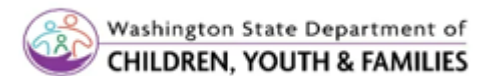


Integrated Eligibility & Enrollment

Revised Program Roadmap



WASHINGTON STATE
Health & Human Services
ENTERPRISE COALITION



Office of Financial Management
Better information. Better decisions. Better government. Better Washington.

Presenters

DATE: October 15, 2024

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Integrated Eligibility & Enrollment (IE&E) Roadmap



Intensive Collaboration





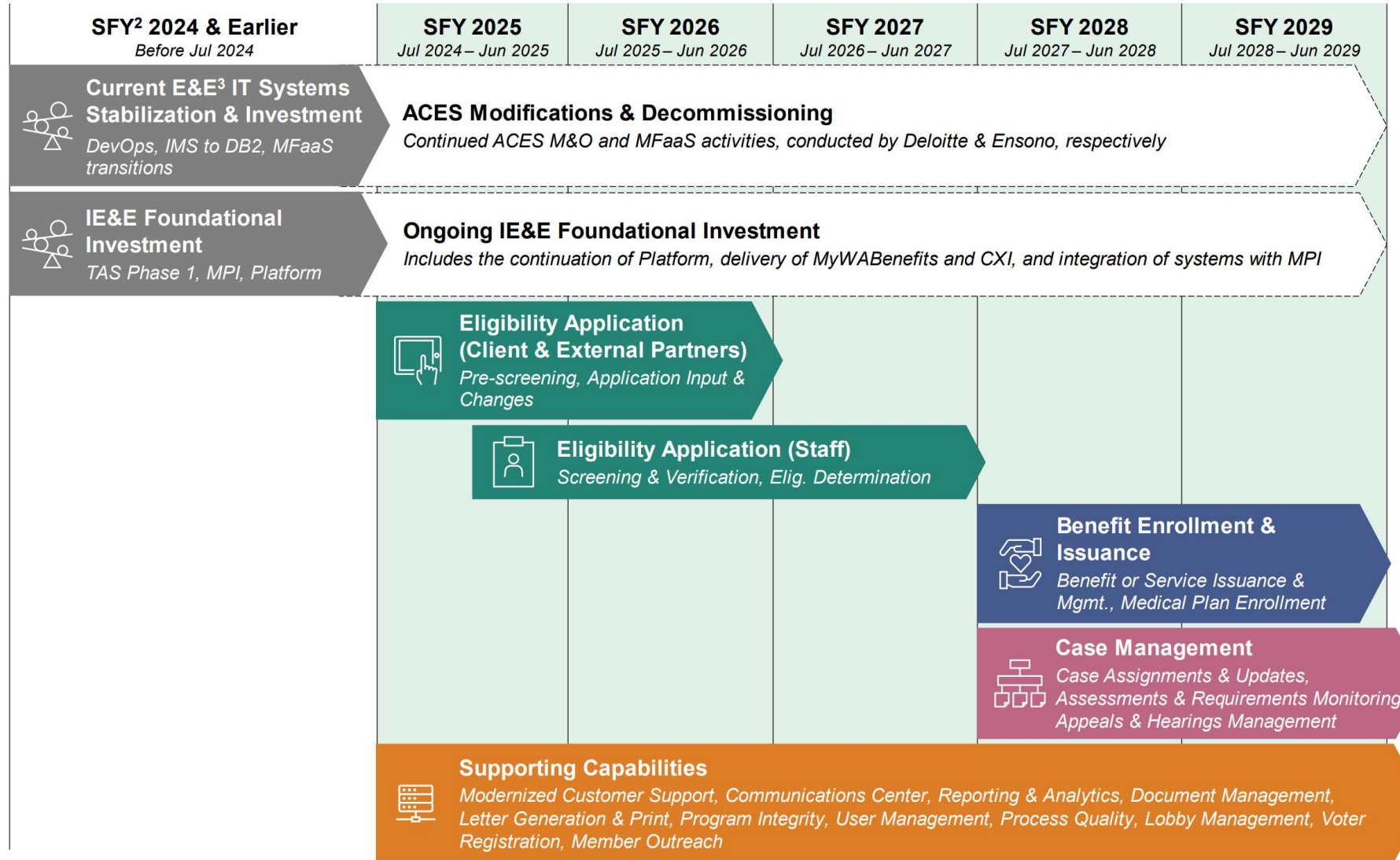
Areas of Concern

- Portal ambiguity
- Incomplete reflection of Exchange impacts/engagement
- Aggressive timeline
- Large budget and resource commitments
- Unclear governance
- Recognition of risks and issues

Proposed IE&E Modernization Timeline

Preliminary Timing¹

 Ongoing efforts, exact timing TBD  Focus of preliminary modernization roadmap activities

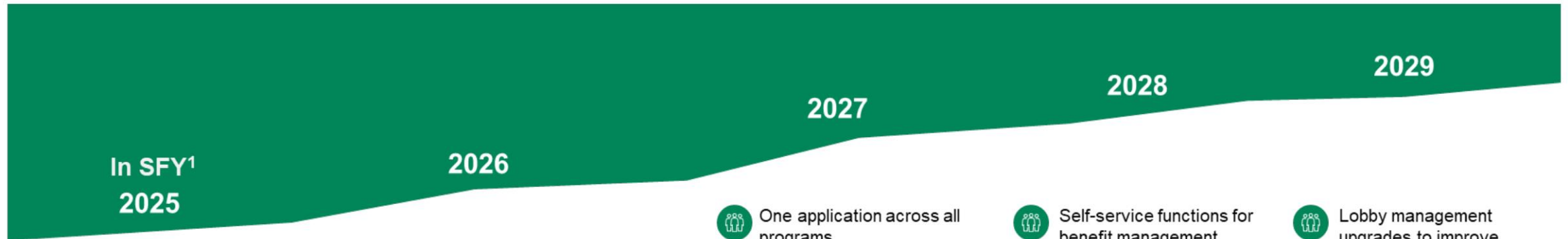




1. Assuming capability modernization starts as soon as possible in SFY 2025; 2. State Fiscal Year (SFY); 3. Eligibility and Enrollment (E&E)
 Source: IE&E TAD Future State Capabilities Prioritization Workshop (07/2024), Discussion with IE&E Modernization Program leadership (08/01/2024), TAD Project team discussions




Proposed IE&E Modernization Milestones


PRELIMINARY – SUBJECT TO CHANGE


 Client Benefit
  Staff Benefit
  Mainframe Decommissioning





-  MyWABenefits (eligibility and enrolment status tracker) available
-  Documents can be uploaded and submitted through an online portal²

-  HHS Portal with first features² such as:
 - Pre-screening questionnaire available for all programs
 - Digital access to letters generated from eligibility determination and previously uploaded documents
 - Clients able to receive push notifications, including over email or text
-  New letters generation service enabled, allowing generated letters to be edited as required and then stored for later access
-  Communications (e.g., email, chat) between staff and with clients can be tracked against the relevant application


 One application across all programs


 HHS Portal is the central system for all eligibility submittals (e.g., applications, renewals, change in circumstance, mid-certification reviews)²


 Digital customer support available through HHS portal (e.g., web forms, live chat)


 Cross-coalition reporting across programs enabled


 eServ decommissioned


 Self-service functions for benefit management added to HHS Portal (e.g., check EBT balance)


 New worker portal established for client search and application screening


 Management of recoupments and overpayments completed through modernized application

 WashingtonConnection (WaCon) decommissioned

 Lobby management upgrades to improve in-person client service

 Optimized CSO case management for in-person queue management

 Increase information captured in-person through digital experiences to reduce processing time

 ACES (3G, Online, Legacy) decommissioned

Organization staff impact from released capability



1. State Fiscal Year
2. To be confirmed - subject to HHS Portal roadmap definition and budget availability

25-27 Biennium Cost Projection & Cost Model



**\$252.2
Million &
127 FTE**

**Dedicated Funding:
IE&E Program Team**



**\$2
Million**

**Pooled Funding: Exchange
& Sibling Agencies**

Coalition Executive Sponsor Team (G1) Decision— Approved with Conditions

Exchange:

- Eliminate Portal ambiguity
- Address aggressive timeline
- Rebalance resource & budget commitments

Health Care Authority:

- Clarify CMS funding & match rates



Coalition Executive Sponsor Team (G1) Decision—

Other Guidance

- Produce a “Plan B”
- Better resourcing for Coalition entities
- Prioritize most important activities:
 - CMS Rule Changes
 - Critical access barriers
- Verbal commitment to maintain Healthplanfinder as a Healthcare Portal.





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